



## **APC Assistance Document**

This document is designed as a supplement to forms and documentation provided to DON Purchase Card APC's via DON eBusiness Operations Office and any local command instructions. Please bear in mind that this information is subject to change without notice.

### **1. Forms**

The most current DON forms are available at the DON eBusiness website: [www.don-ebusiness.navsup.navy.mil](http://www.don-ebusiness.navsup.navy.mil). From the home page use the following links to access the forms:

- On the main page under Card Management, click on Purchase Card Program
- Click on tab 'Bank Guidance'
- Forms can be found under the lower portion of the Documentation section.

**It is suggested that you set the 'Bank Guidance' page as a favorite or bookmark on your web browser. Please check this site periodically for any updates to the forms.**

When completing each form, follow the instructional data (second page of attachment) until you feel comfortable completing the forms. An asterisk marks mandatory fields that should be filled out. Missing or illegible information will result in either a delay in processing or possible rejection of the form.

**Correct hierarchy must be provided - 6 levels for AOs and cardholders, 3-5 levels for APCs. For new AO accounts only level 1-5 should be provided.**

**Level 1 (01700) – Department of Defense**

**Level 2 (00017) – DON eBusiness**

**Level 3 – MAJCOM**

**Level 4 – TYCOM**

**Level 5 – Command/Activity APC**

**Level 6 – Approving Official**

Levels 3, 4 and 5 are determined at the MAJCOM level. The bank assigns level 6.

### **AO/APC-Change**

Verification information and email address should always be provided. Only complete address, phone and/or fax number if it is different from the old AO/APC.



### **AO/APC-New**

Fields that contain an asterisk are mandatory and need to be completed. On AO forms make sure the credit limit, UIC/Obligation indicator, Line of Accounting/MAC and if account is NAFI are included.

### **Any APC Form**

The signature of **both** the incoming and outgoing APCs is always required. If the outgoing APC is unavailable, a level 3 (MAJCOM) or 4 (TYCOM) APC signature is acceptable.

### **Cardholder Maintenance**

Section I - Account number and cardholder's name should always be provided.

Section II - Mark all applicable requests.

Section III – Provide all necessary information for request made in section II.

Section IV - Level 1 - level 6 of current hierarchy is required. If you are requesting a hierarchy change, the new hierarchy also needs to be placed here.

### **Purchase Card Setup**

It is imperative that all fields are filled out correctly. Please ensure default Line of Accounting (LOA)/MAC, if account is NAFI and complete hierarchy are provided. The LOA must be in EDI format.

Section IV – Always provide cycle limit.

Section V – Mark Government Standard unless an accommodation checking account is required. If request is for an accommodation checking account, White Plastic should be marked. Make sure corresponding AO account contains cash percent.

Requests for accommodation checking accounts need to include a letter on Command letterhead authorizing setup. Approval for setup should be received from the level 3 or 4 APC prior to form submission. APCs can review EBUSOPSOFFINST 4200.1A on the DON e-Business website regarding requirements etc. for this process.

**Checking accounts and Point of Sale (POS) Accounts must remain separate with independent account numbers. These two types of accounts should not be combined under one account number.**

### **Faxing of forms**

AO/APC – 904 954-7700

Cardholder maintenance/purchase card setups – 605 357-2092

**Please use the correct fax number to ensure your request is processed quickly. If the form is illegible at your end, it will be worse at ours. Please attempt to clarify any questionable data prior to faxing the form.**



## 2. **Who to Contact**

The following is provided to assist in directing your inquiries to the proper group.

### **Contacting CAS**

Your Client Account Specialists (CAS) are available from 0700-1800 M-F to assist with AO/APC related issues. These issues can include AO or APC changes, new AO or APC setups, changes to card delivery address, delinquency issues and hierarchy changes done at the APC level. CAS are dedicated to assist APCs and their alternates. Cardholders and AOs are to work through their APC's or Customer Service for card program information. Under no circumstance should a cardholder contact a CAS. AOs should only contact CAS on delinquency related issues.

### **Who are your CAS contacts and how can you reach them?**

CAS can be reached by calling 1 800 790-7206 option 4 then the 5-digit extension of the CAS manager. You can also reach them by email. Listed below are your contacts, along with their extensions and email addresses:

<u>Name</u>	<u>Extension</u>	<u>Email Address</u>
Alicia Willis	69896	<a href="mailto:alicia.t.willis@citicorp.com">alicia.t.willis@citicorp.com</a>
Steve Babine	69880	<a href="mailto:stephen.babine@citicorp.com">stephen.babine@citicorp.com</a>
Gale Vavrek	69886	<a href="mailto:g.vavrek@citicorp.com">g.vavrek@citicorp.com</a>
Mark Eckles	66054	<a href="mailto:meckles@citicorp.com">meckles@citicorp.com</a>

### **Contacting Customer Service**

Customer Service is available 24/7 at 1 800 790-7206 option 0. They can assist with most cardholder and some AO related issues. These issues can include cardholder and AO credit line changes, balance and payment inquiries, minor maintenance changes to cardholder accounts, lost/stolen/never received cards, GSA template changes (if template is known) and general questions regarding purchase information.

### **Contacting the CitiDirect Help Desk**

The CitiDirect Help Desk is your point of contact for **ALL** questions related to CitiDirect and CCRS (new ADHOC) usage. Their hours of operation are 0700-2000 M-F. They can be reached at 1 800 790-7206 option 2. Questions related to the following should be referred to them: user id/password inquiries or resets, navigation, loading LOAs and UICs, SDNs, maintenance done through the CitiDirect system and all questions related to CCRS reporting.



### 3. **CitiDirect**

#### **When to use your CitiDirect access instead of contacting the bank**

CitiDirect is a valuable tool that can be used to maintain cardholder and some AO/APC information. There is no need to follow up with a paper form, email or phone call on action completed through CitiDirect. Verification of action can be done in approximately 48 hours.

The following URLs will allow you access to CitiDirect and CCRS:

CitiDirect – [www.cards.citidirect.com](http://www.cards.citidirect.com) Client Code: DON

|CCRS – [www.customreporting.cards.citidirect.com](http://www.customreporting.cards.citidirect.com)

CitiDirect Access is established for AOs and APCs based upon Citibank's receipt of the appropriate form. **Changes of AOs made through CitiDirect will not result in access being established.** IDs are established in approximately 3-5 business days. The CitiDirect Help Desk will attempt to contact the new AO or APC via phone or e-mail with their ID and password. Please ensure that the new AO or APC knows the verification information that was provided to Citibank at the time of their forms where submitted. They will be asked for it prior to the release of the ID and password. **IDs cannot be released to anyone other than the user of that ID.**

The following changes can be maintained using CitiDirect: credit lines, cash percent, address related items, phone, fax, email, LOA, UIC, single purchase limits and changes to GSA templates. It is also suggested that new cardholder setup requests be done through CitiDirect. This will allow for faster processing of your request as well as a reduced chance for errors to be made at setup.

### 4. **When not to use CitiDirect**

Do not submit AO changes through CitiDirect unless you do not want a user id and password setup for the change. User ids and passwords can only be setup when a paper form is provided.

If you need a change to take place immediately, please contact Customer Service or CAS. Any request made through CitiDirect will be processed within 24-48 hours of entry into CitiDirect.



**FYIs regarding maintenance using CitiDirect**

Only cardholder accounts contain single purchase limits, daily and monthly transaction limits and MCC templates, AO accounts do not and these fields will not be maintained at that level if provided.

The Command or Unit name should always appear prior to the AO name. Do not request for these fields to be transposed. The change will not be processed.

Most AO email addresses are maintained on an alternate screen that does not report the information to CitiDirect. If the AOs email address was provided at their setup there is no reason to enter this request again through CitiDirect.

If an AO name is changed in CitiDirect, they will not obtain a user id or password for the CitiDirect system. Only requests received by forms will be setup with user ids and passwords.

Changes in APCs cannot be done through CitiDirect. Only addresses, phone/fax numbers and emails can be maintained for APCs through CitiDirect.

**5. General Information**

Any action taken by Customer Service or CAS is immediate. You will be able to verify changes within 48 hours through CitiDirect.

New AO setups take approximately 3 days to setup. Once the account is available, the CAS manager will attempt to load the LOA. They will also forward a request to CitiDirect for a user id and password to be setup. Upon Completion, CAS will contact the APC who submitted the request to provide the level six and the last portion of the account it was tied to.

Any requests for CitiDirect user ids and passwords (AO or APC) take approximately 3 days to be setup. The CitiDirect Help Desk will contact the person once the setup is complete.

**MCC Template Information**

Merchant Category Code (MCC's) and GSA template information are available on the DON-eBusiness website under 'Bank Guidance'. Please utilize this information when requesting or changing cardholder templates.

All cardholder accounts contain an exclusion template in accordance with DON policy. This template is coded to prevent all accounts from processing charges at merchants assigned specific MCCs. If you have any questions regarding these excluded MCCs, please refer your questions to the DON-eBusiness office.



### **Manual Charge Approval**

This process is often referred to as a “forced authorization”. This requires the noting of the account by CAM or Customer Service (Customer Service can note approvals for declines that are not based on the NAVYEXC Template. Once the account has been noted, the merchant will need to contact Customer Service (via toll free or collect #, option 0), and provide the representative with the account number, expiration date, name of merchant, and dollar amount to be billed. Assuming that this data is correct and the merchant has called within the allotted timeframe (usually 24-48 hours based on APC’s request), the representative will provide the approval code verbally to the merchant.

**Charges processed via manual approval cannot be disputed.**

### **Credit Limits**

Cardholder monthly credit limits (MCL) should be set in accordance with DoN eBusiness Office guidance. When determining AO cycle limits, we recommend setting this value at two times the sum of all the cardholders MCL’s under that respective AO. As cardholders available credit are linked to the AO’s credit line, this formula helps maintain enough credit to prevent undue declines from occurring near the end of cycle (billing period) and prior to the payment posting to the AO (invoice) account.

### **Payment Transfers and Credit Balance Refund Requests**

Requests for payment transfers and credit balance refunds can be sent directly to our **Payment Investigations (PI) group** for processing. They can be reached by fax or email. Please provide the last 6 digits of the account numbers, the amount(s) in question and a point of contact should they have any questions.

**PI fax number – 605 357-2016**

**PI email address – [commercialcard.paymentissues@citigroup.com](mailto:commercialcard.paymentissues@citigroup.com)**